

MetroConnect

2020

ANNUAL REPORT



socket
Nashville's Sustainability Outlet



YOU SERVE METRO. WE SERVE YOU.

socket.nashville.gov/connect

ENGAGING METRO EMPLOYEES

The Metro Nashville Departments of General Services and Human Resources partner to offer MetroConnect. The program features tours of innovative and sustainable city projects led by and for Metro employees. Tours are free, during the workday, open to full-time General Government employees, and in 2020, entirely online.



MetroConnect features innovative and sustainable projects and facilities. For more information on Metro's sustainability initiatives, visit socket.nashville.gov.



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ENGAGING METRO EMPLOYEES

6 tours
200 participants

Tour sites:

Metro Archives
Family Safety Center
Fire Station 37
Fleet Management
Public Works Composting
Warner Parks Nature Center

In its third year citywide, MetroConnect pivoted to an entirely online format in response to the COVID-19 pandemic. Tour sites were selected with the goal of featuring a variety of departments and city functions, and highlighting innovative and sustainable projects.

To ensure a meaningful experience, the program was conducted via an online platform in which participants could see and hear one another. Small group breakout conversations, typed chats, pre-recorded video tours, real-time Q&A with tour guides, and an interactive quiz with prizes kept the hour-long sessions action-packed.

The virtual format conferred several advantages, including eliminating the need for travel, reducing time away from work, and opening participation to some employees who are unable to attend onsite tours (e.g., clinicians, first responders, etc.). Tour attendees came from across Metro Government, representing 26 departments.

2020 TOUR SITES



Nashville Fire Department
Fire Station 37



Office of Family Safety
Family Safety Center



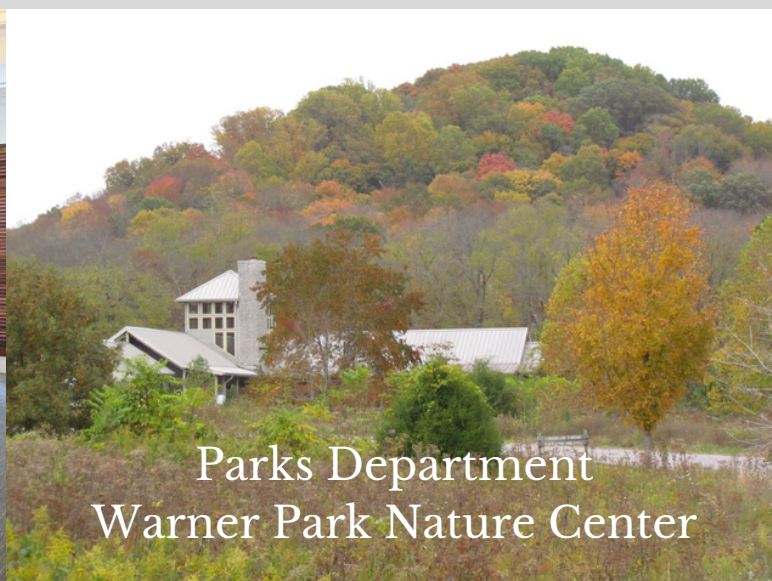
Music City Solar
Metro Public Works
Composting Operation



General Services
Fleet Management



Nashville Public Library
Metro Archives



Parks Department
Warner Park Nature Center

ATTENDEE FEEDBACK

4.7/5 avg rating

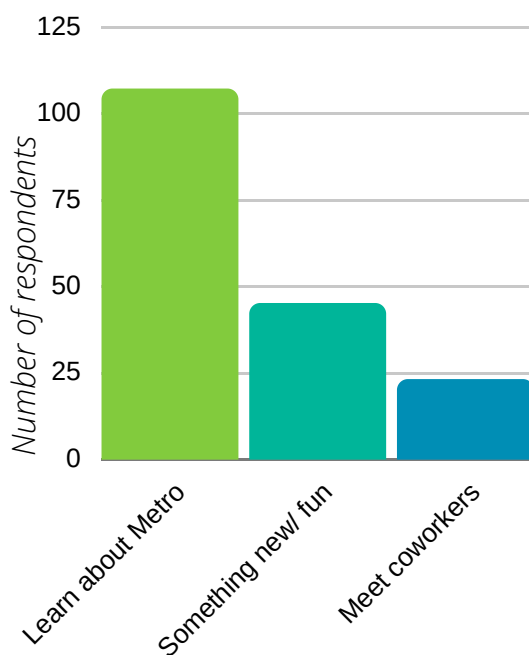


100%

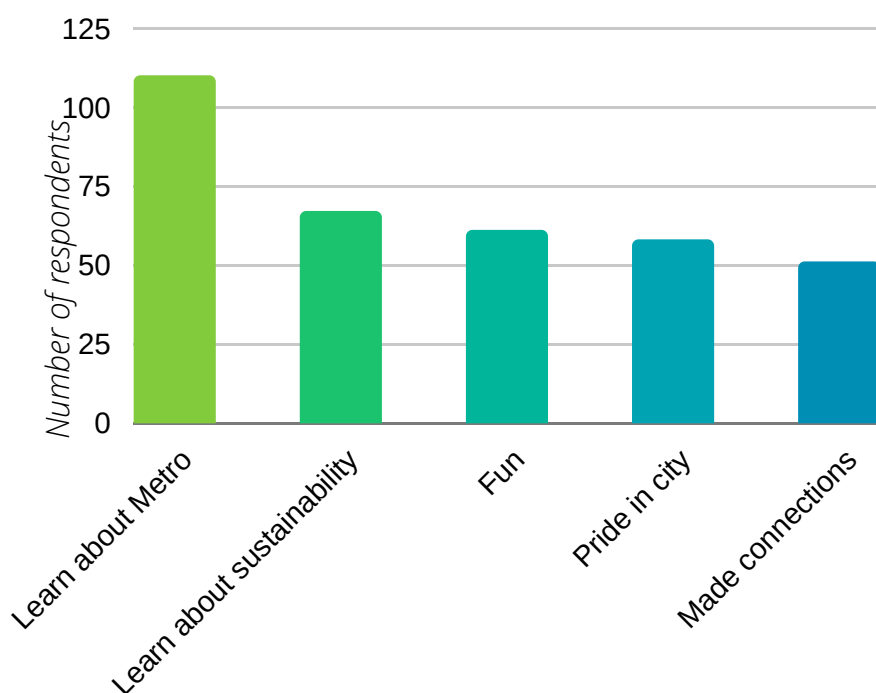
want to attend
another tour

n=117
respondents

Why did you
participate?



What did you gain
from participating?



"I love hearing about how Nashville is a national leader in our governmental initiatives. It reminds me how proud I am to work for Metro government."

"...provides an interactive experience I seldom encounter in a virtual meeting. I think it is morale-building during an uncertain time."

TOUR GUIDE FEEDBACK

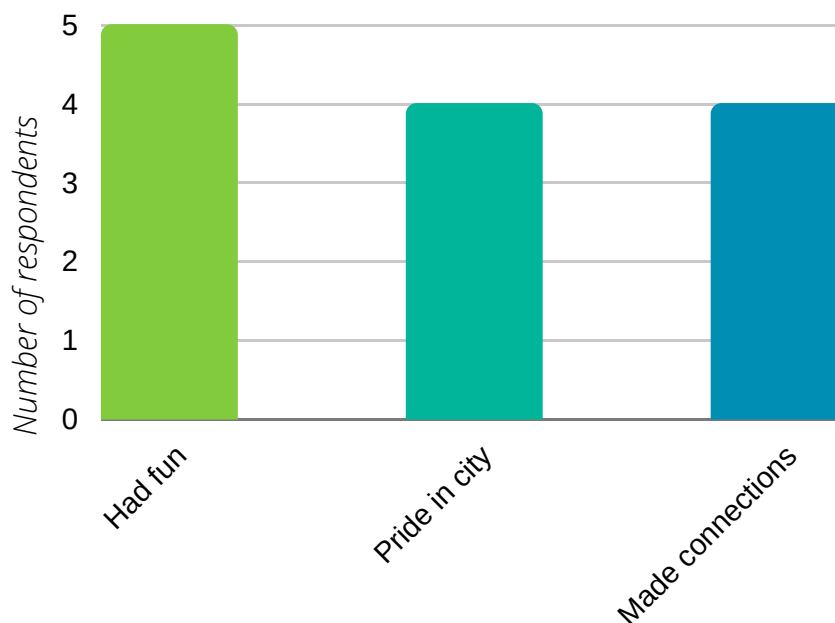
5 star avg rating



100%

want to lead
another tour

What did you gain
from participating?



"This is an outstanding resource for Metro employees. I have learned so much about activities that I never knew existed. Just amazing what this city does."

"I was glad and inspired to see how many Metro employees actually care, and appreciated their enthusiasm. Also, y'all made it incredibly easy to participate. Thanks!."

PROGRAM RECOMMENDATIONS

MetroConnect participants & management recommend these improvements:

- Post-pandemic, continue to incorporate virtual tours, but with improved audio and video technology
- Continue MetroConnectors program to involve departments
- Increase the number of Metro employees participating
- Consider parlaying program enthusiasm into quantifiable sustainability projects (i.e., "green teams")
- Schedule additional tour times; schedule early morning (e.g., 8am) and late afternoon tours (e.g., 3pm)



"The video tour was great! We can so often find ourselves in our silos within our departments and programs, so it was nice to see other Metro employees out there 'doing their thing'."

"It gives purpose and value to my work to know that my organization is doing so much to protect the environment..."
